



April 2016
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Iowa WIC Vendor Newsletter

WELCOME TO WIC!

Please help us welcome the newest member to our team! Rex DuBois joined the WIC team back in February and has been getting comfortable with his new role as WIC Vendor Management Coordinator.

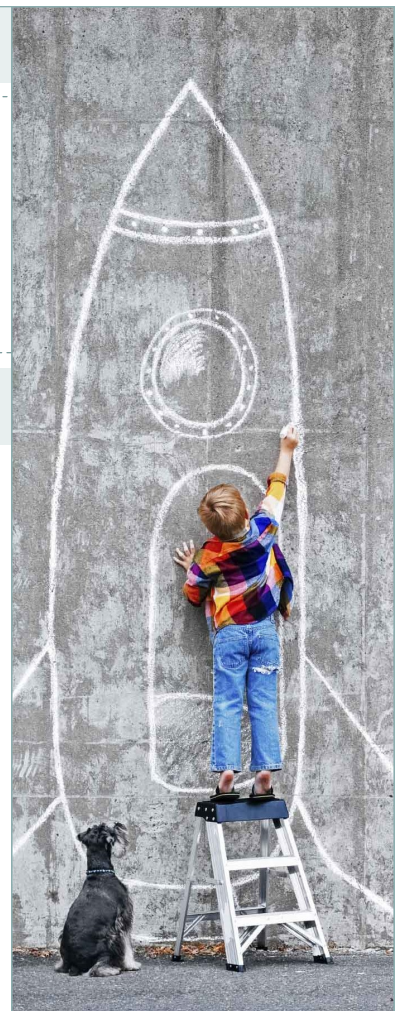
Rex comes to the Iowa Department of Public Health from his previous position of Disaster Project Specialist with the Iowa Homeland Security and Emergency Management Department. Rex resides in Ankeny with his significant other, Laura.

"I am very proud to have joined the Iowa WIC Team, I am looking forward working with our WIC Vendors, Agencies & Staff as well as hopefully meeting you in person as time progresses. Please feel free to contact me at any time with questions, concerns and/or comments you wish to share."
-Rex DuBois

QUARTLERLY NEWSLETTER REMINDER



We want to remind you that our Vendor Newsletters are going quarterly! The next Vendor Newsletter will come out in July of 2016. If you have any questions before then, call the WIC State Office. Contact information is on the last page.



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GROCERY STORE 1.

DES MOINES, IA 50310

STORE ID: 1A400
 TERMINAL ID: 1A40010
 CLERK ID: 999
 DATE & TIME: 02/09/2016 11:18 AM
 SEQUENCE NUMBER: 006
 CARD: *****
 AUTH CODE: 047963

BALANCE INQUIRY

BENEFITS EXPIRE ON 02-29-2016

QTY	UNITS	DESCRIPTION
1.00	DOZ	Eggs - All Authorized
36.00	OZ	Cereal - All Authorized
1.00	JAR	PB-Beans & Peas-All Auth
10.00	CAN	XPho XTyr Analou Pud
4.00	GAL	Fat Reduced Milk
2.00	CAN	Women's Juice - 48oz
11.00	\$\$\$	Fruits and Vegetables

**** CARDHOLDER COPY ****

*****PLEASE SAVE THIS RECEIPT*****
 *****FOR BALANCE INFO VISIT *****
 *****IOWA.EBTEDGE.COM *****

READING EWIC RECEIPTS

Vendors using the Stand Beside system will print out receipts that look like the one shown to the left. It will show the quantity available to the participant on the left, and the units. This receipt shows 36 ounces of Cereal.

If you are unsure why something is not scanning in the lane, it might be that the participant doesn't have enough benefits. You can look at this receipt to determine if that is the case.

For integrated systems, the receipt will print off your tape roll but will have all of the same information as the Stand Beside

receipt. If you are having a problem with participant benefits, things not ringing up correctly in the lane, or any other issue you are not able to solve, ask the participant if you may keep the balance inquiry.

Contact the WIC State Office, tell them about the situation and provide the last 4 digits of the participants card number, which can be found on the balance inquiry receipt.

Have a question or comment about eWIC? Send it our way!
IowaWIC@idph.iowa.gov

What if I don't have an e-mail?

That's OKAY! We will still be mailing them out to those who do not sign up for the eNewsletter.

Can I sign up for the eNewsletter and still get it mailed to me?

Yes. We will still only mail one physical copy to each store, but can send as many digital copies as you would like. When you sign up, make sure you clarify that you still want it mailed to you.

I signed up for the eNewsletter but I am not getting them.

Check your spam folder! Make sure to add rex.dubois@idph.iowa.gov to your contacts list, otherwise the eNewsletter might end up in your spam folder!

How do I cancel the eNewsletter?

The same way you signed up! Give us a call or send us an e-mail!

GO DIGITAL!

We are excited to announce the option of receiving the WIC Vendor Newsletter by e-mail!

What are the benefits of the eNewsletter?

- ⇒ You can have it sent to multiple emails
- ⇒ Less paper cluttering your office space
- ⇒ Have questions? You can respond to the sender!

How can I sign up?

Call: You can call the WIC State Office at 515-281-6650 and ask to be added to the list of Vendors receiving the eNewsletter. You may also call any of the contacts listed on page 6.

E-mail: Send us an e-mail at IowaWIC@idph.iowa.gov, or to any of the e-mails listed for the contacts on page 6.

When you call or e-mail, please have this information ready:

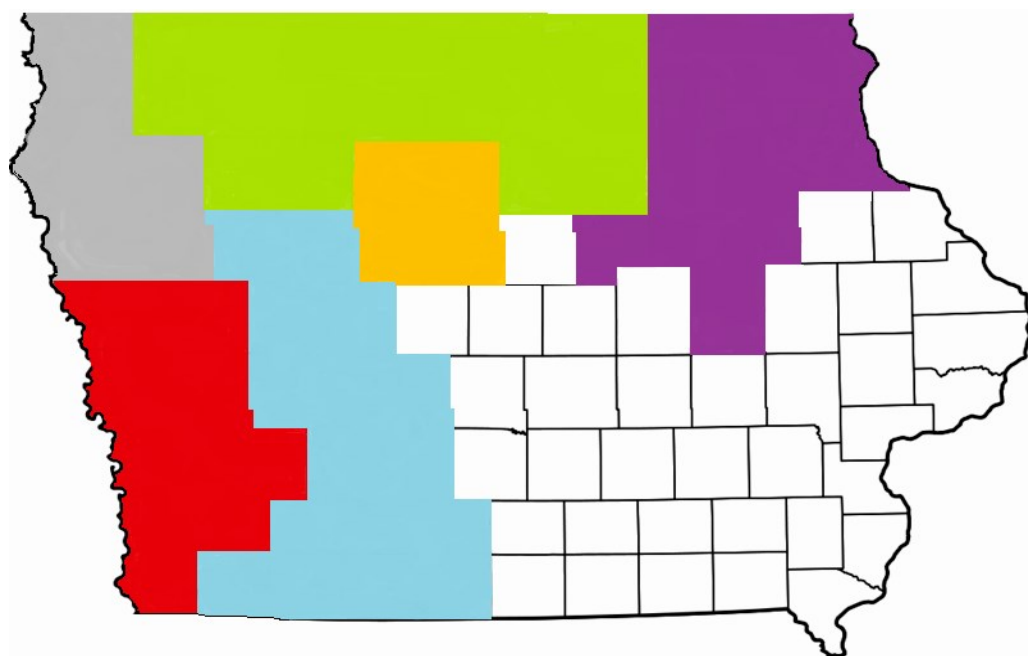
- ⇒ Name of your store
- ⇒ Your name
- ⇒ Your e-mail
- ⇒ Your position/title

If you would like to have the eNewsletter sent to more than one e-mail, please provide the above information for everyone you would like to receive it.

There is no limit on the number of e-mails we will send the eNewsletter to.

Please do not include personal e-mail addresses.





Rollout Map

ROLL OUT SCHEDULE

4/4-4/15: Allamakee, Benton, Black Hawk, Bremer, Buchanan, Chickasaw, Clayton, Fayette, Grundy, Howard, & Winneshiek counties.

4/18-4/22: Hamilton, Humboldt, Webster, & Wright counties.

4/25-4/29: Buena Vista, Butler, Cerro Gordo, Clay, Dickinson, Emmet, Floyd, Franklin, Hancock, Kossuth, Mitchell, O'Brien, Osceola, Palo Alto, Pocahontas, Winnebago, & Worth counties.

5/2-5/13: Cherokee, Ida, Lyon, Plymouth, Sioux, & Woodbury counties.

5/16- 5/20: Adair, Adams, Audubon, Calhoun, Carroll, Clarke, Dallas, Decatur, Greene, Guthrie, Madison, Page, Ringgold, Sac, Taylor, & Union counties.

5/23-5/30: Cass, Crawford, Fremont, Harrison, Mills, Monona, Montgomery, Pottawattamie, & Shelby counties.

During rollout, staff from the WIC State Office will be stopping by select stores in your area during the dates listed above, to do readiness checks.

A readiness check is a time for you or your employees to ask WIC staff any questions you have about eWIC. The WIC staff will bring an eWIC card to test and make sure the system is able to do a balance inquiry. If all goes well, it usually takes only 5 minutes to complete, but can take longer so please be flexible.

If we do plan to stop by your store, we will make sure to call in advance to schedule a time to meet with management.



(QI) QUALITY IMPROVEMENT CALLS

Beginning eWIC, vendors have a few main concerns. First, about the speed of service at the check-out. Would eWIC improve the checkout process for the cashiers? The second major concern was the payment process. How quickly would the payments be processed?

We haven't forgotten these concerns!

About 3 months after your area transitions to eWIC, you will be receiving a call from WIC State Office staff. We will be asking you a couple questions about how your store is doing on eWIC. We are hoping to address your concerns by making sure that the process is faster for your cashiers, and that you are receiving your payments faster than you were able to with checks.

These calls are very important to us. We will be looking over the responses we get from our Vendors and seeing if there are any areas we can improve for you.

Thank you to everyone who has already participated in a QI call, and for those we have yet to contact, we look forward to it!

VENDOR Q & A

Q: What kind of training will my store be getting for eWIC?

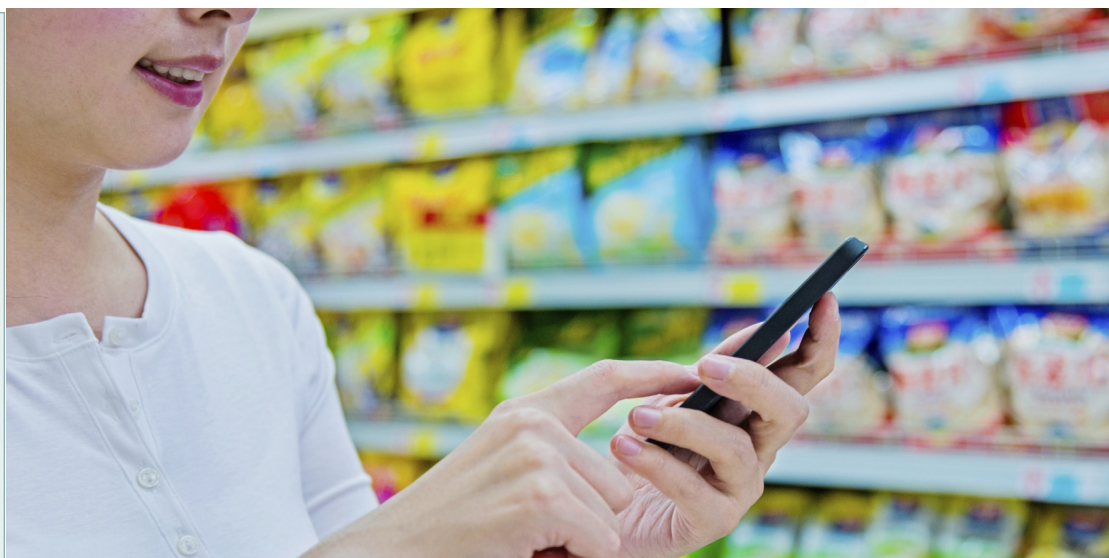
A: Because the check out process is specific to your system, WIC staff are unable to provide training materials. If you are using a stand beside system, contact the FIS help desk number with training questions 1-844-234-4949. If you are using an integrated system, contact Jim Chilcoat with training questions 502-695-1999.

Q: Will eWIC work at self check-outs?

A: No! At this point, self check out areas are off limits for eWIC users. The systems in these areas are not set up for eWIC, and any attempt to use a register in this area will not work.

Q: What if a participant says they have been able to purchase an item in the past, but it is not ringing up as WIC?

A: If the item is not ringing up as WIC 1) it is not a WIC item, or 2) we do not yet have that item in our system. You can use the UPC Submission Form on the WIC website, contact your corporate office, or contact the WIC State Office. Please have the item description and full UPC available.



*“Technology is best when it brings people together.”
-Matt Mullenweg*

WIC SHOPPER APP

The WIC Shopper App was designed with the participants in mind. But did you know that vendors are using it too?

The App is available on all Apple and Android devices. Simply go into Google Play Store or the Apple Store and search “WIC Shopper App”. You know you’re in the right place when you see this image:



What can the App do for you? One of the best features is the ability to scan any item with a UPC. The App is able to tell you if it’s an approved WIC item or not!

How does it work? The App uses the same APL (approved products list) that the cash register uses. If you are having trouble with an item wringing up in the lane, you can use the App to find out why! It could be that the item isn’t approved. The App can help you figure that out. If it is an approved item, you can work on the problem from there. Calling your corporate office with more information is always a step in the right direction.

Another way vendors have been using the App is to assist participants with their grocery selection. One vendor helped a participant find out which Soy milk is a part of the WIC program.

Want to make sure all your WIC eligible products are in our system? Take your phone or tablet down the aisles and scan as you go. It’s really simple!

What else can it do? Since the App was designed for participants, it has a lot of useful functions for them as well. The most useful while at the store is the ability to check their benefits right there on the spot. Downloading a simple App might be all a participant needs to better understand what they can buy.

The best part? IT’S FREE!

eNewsletter Recipients!!!

Want to download it now? Click on the blue cart icon to go to the website!

TRANSACTION/REDEMPTION PROCESS

Below is a summary of information that can be found in policy number 450.10c on the WIC Web Portal.

To view the full policy please visit: <https://idph.iowa.gov/wic-portal/pending-policies/operations>.

Overview	<p>When handling WIC food instruments, there are federal and state regulations that every vendor must follow. These regulations are outlined below. Each time a vendor accepts a WIC food instrument, the vendor certifies that the program regulations were followed in that transaction. Any vendor that accepts WIC food instruments in accordance with the program regulations is guaranteed payment. Failure to adhere to these regulations could result in a vendor's suspension from the participation in this program.</p> <p>The WIC vendor's cooperation is essential to the WIC Program. It is the vendor's responsibility to ensure that this information is clearly understood by all store associates who will be involved in WIC transactions.</p>
Identification	Individuals using the eWIC card will be using a Personal Identification Number (PIN) at checkout. No other identification may be required of a WIC participant.
Not allowed substitutions	Vendor shall not allow substitutions, cash, credit, refunds, or exchanges.
New Products	Contact the State WIC office to discuss the process on adding new products (UPC's) that may be WIC eligible.
Vendor Identification	The vendor identification is programmed for each individual store and resides within the Point of Sale (POS) system.
Completing eWIC transactions	<p>Stand Beside eWIC Transactions:</p> <p>Follow the instructions found in the Point of Sale (POS) manual.</p> <p>Integrated eWIC Transactions:</p> <p>The POS system will confirm that the foods purchased are WIC eligible</p> <p>Stand Beside and Integrated eWIC Transactions:</p> <p>The following steps occur for both stand beside and integrated eWIC transactions:</p> <p>Participants enter their PIN. Vendors shall not request the participant's PIN, nor should they enter the PIN for them.</p> <p>The transaction is conducted. For Cash Value Benefits (CVB's), accept alternative forms of payment if the value of the transaction exceeds the value of the CVB. Do not provide cash back or credit (IOU) to participants if the value of the transaction is less than the value of the CVB.</p> <p>Print the participant's eWIC receipt.</p> <p>Payment will be dependent on a benefit inquiry that the system:</p> <ul style="list-style-type: none"> Validates the benefit month Validates benefits to be redeemed
Payment of food instruments	<p>Transactions will be either processed through FIS Government Solutions or a Third Party Processor (TPP). Vendors will have a contract with either FIS or a TPP. The Department will not be a party of the lease agreement.</p> <p>A vendor will receive payment within 48 hours only if the food instrument is properly completed. A food instrument will not be honored by the state's bank if:</p> <ul style="list-style-type: none"> The maximum amount allowed is exceeded, The transaction is manipulated, Is used by a State agency outside of Iowa <p>The vendor has the responsibility to review the claims processing results that returns from the eWIC processor.</p> <p>If a food instrument has been rejected by the state's bank, call the Vendor IVR line that will be provided by the State WIC office.</p>

WIC Contacts:

Program Director:

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- (1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

- (2) Fax: (202) 690-7442; or

- (3) Email: program.intake@usda.gov

This institution is an equal opportunity provider.

Iowa Department of Public Health

Attn: Iowa WIC Program

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